





▼ Student loans

- ☐ Contact the school or program that opened the loan
 - Explain the situation.
 - Ask them to close the loan, and send you a letter that says you aren't responsible for the loan.
- ☐ Contact the [U.S. Department of Education](#)  at [1-800-647-8733](tel:1-800-647-8733).
 - | If these steps don't resolve your situation, contact the U.S. Department of Education
 - | Ombudsmen at [202-277-3800](tel:202-277-3800) or [online](#) .
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- ☐ Write down who you contacted and when. Keep copies of any letters you send.